

Electronic Benefit Transfer (EBT) Project



Request for Proposal for EBT Services

Appendix J, Bidders' Library Contents and Links

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OSI EBT RFP #XXXXXX

<Month> 2015

California Health and Human Services Agency
Office of Systems Integration

PRE-SOLICITATION #16153

Office of Systems Integration (OSI)

California Electronic Benefit Transfer (EBT)

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Office of Systems Integration (OSI)

California Electronic Benefit Transfer (EBT)

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1 Introduction

As part of the procurement, the Request for Proposal (RFP), OSI EBT RFP #XXXXX, includes an electronic Bidders' Library. The Bidders' Library contains reference materials and documents supporting the RFP. Its purpose is to provide EBT information and links related to the current California EBT Services Contract and the RFP. The Bidders' Library also provides information about the Special Supplemental Nutrition Program for Women, Infants and Children (WIC). All Bidders are strongly advised to review the information in the Bidders' Library.

2 Accessing the Bidders' Library

The Bidders' Library is available through the EBT Project's secure web-based website called Interwoven WorkSite Web. To access the Bidders' Library, the Bidder must submit a Bidders' Library Access Authorization Form (available in Appendix O, Forms and Attachments, Form #12) to the Procurement Official identified in RFP Section 1.9, Procurement Official and Contact Information. The Bidder will then be provided with their User Identification (ID) and password.

To access the Bidders' Library via the internet Bidders must enter the web address:

<https://www.ws.ebtproject.ca.gov/worksite>

First time users will be prompted to install an ActiveX component. You must install the ActiveX component in order for the website to function.

Bidders will insert the assigned User ID and password at the login screen.

Figure P.1, Bidder's Library Login Screen



INTERWOVEN

WorkSite Web 8.2

☐ Trusted Login

User Name

Password

Login >>

Validate Browser

For problems logging in, click on Validate Browser to verify if the version of Internet Explorer is compatible. See Section 2.1, *Minimum System Requirements*, for minimum browser requirements and required settings.

NOTE: When finished accessing the Bidders' Library, please log off by clicking on "Log Off" on the menu bar in the far upper right of the page.

After logging in, the Welcome page is displayed.

NOTE: Online help is available and can be accessed by clicking on the word "Help" on the menu bar in the far upper right of the page.

To access folders and links, click on the document title or link. After finding the document, it can be downloaded by clicking on the underlined link (*its title*). This will launch the appropriate application (Adobe Acrobat, Word, Excel, etc.) and open the document in a read-only mode. To save a local copy of the file, choose the Local Save As button. The file may also be printed. To exit out of a document, select the "X" button in the upper right corner of the document.

The links in the Useful Links section will launch automatically by clicking on the link title. The Bidder is then able to work in the website as they normally would. To close a webpage while working in the WorkSite Web, select the browser's back button in the upper left corner.

2.1 Minimum System Requirements

The following Internet Browser Requirements are needed to use the WorkSite Web:

2.1.1 Microsoft Internet Explorer Requirements:

- Internet Explorer 5.5 SP2
- Internet Explorer 6.0 SP1*
- Internet Explorer 7.x

NOTE: Internet Explorer 4.x is not supported in this release.

*It is recommended that Internet Explorer 6.0 users install the latest version of Microsoft's Java Virtual Machine, which is available for download free of charge from Microsoft's website at:

http://www.microsoft.com/java/vm/dl_vm40.htm

NOTE: To use WorkSite from a browser on a Windows XP machine, you must have the Microsoft Java Virtual Machine installed. This is available for download from Microsoft's website and must be installed separately.

2.1.2 Internet Explorer Security Settings

In the Internet Explorer menu:

- Click on Tools/Internet Options.
- Select the "Security" tab.

If WorkSite is being used over the Internet, then the "Medium" security zone should be applied to it.

If a firewall is employed at the Internet Service Provider (ISP) level, confirm the ISP allows the download of ActiveX/Applets.

If security is being customized via the "Custom Level" button, the following options should be enabled:

1. Download signed ActiveX controls (Enable/Prompt)
2. Run ActiveX controls and plug-ins (Enable)
3. Script ActiveX controls marked safe for scripting (Enable)
4. Allow cookies that are stored on your computer (Enable)
5. Allow per-session cookies (Enable)
6. File download (Enable)
7. Java permissions (High safety)
8. Active scripting (Enable)
9. Scripting of java applets (Enable)

NOTE: It is not recommended to customize security when running Interwoven WorkSite Web.

After the security is set to the desired level, a Bidder may go to the default login page of the Interwoven WorkSite Web to test browser compatibility.

If a compatibility message appears, the compatibility may have to be allowed. For most Internet Explorer version use the following steps to adjust compatibility:

1. Click on Tools
2. Select the "Compatibility Settings" tab
3. Select "add" and save.

If using Internet Explorer 10, the following steps should be taken to adjust compatibility:

1. Click on Tools
2. In the drop down menu, click on "Compatibility View" to turn on this feature

Any technical questions concerning the Bidders' Library or access should be directed to the EBT Project Office by e-mail to OSIEBTBiddersLibrary@osi.ca.gov.

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After entering the Bidders' Library, Bidders will find a welcome message followed by general information of what the Bidders' Library contains. Figure P.2, Bidders' Library Welcome Page, illustrates what a Bidder can expect to see in the Bidders' Library.

Figure P.2, Bidders' Library Welcome Page

INTERWOVEN
WorkSite Web

Home | Manage | Help | About | Log Off - Bidder?

Procurement Start Page
OSI EBT RFP #31316

Bidders' Library Information

Welcome!

The California Electronic Benefit Transfer (EBT) Bidders' Library is comprised of documents and useful links related to the Request for Proposal (RFP) for new California EBT Services (OSI EBT RFP #31316). The State of California is procuring new EBT Services for its food and cash assistance programs and to automate the issuance of food benefits associated with the Special Supplemental Nutrition Program for Women, Infants and Children (WIC).

Comments or questions related to accessing the Bidders' Library should be addressed to the EBT Project Office at EBTBiddersLibrary@osi.ca.gov.

Questions related to the RFP or procurement should be addressed to the "Procurement Official" listed in the RFP Section 1.9, Procurement Official and Contact Information.

Note: The State will provide updated information to the Bidders' Library during the course of the solicitation to ensure the latest documents are available to the Bidders. It is each Bidder's responsibility to check for updates to the Bidders' Library. Bidders are not allowed to share or provide this information to anyone outside of the Bidder's company.

OSI EBT RFP #31316
To access OSI EBT RFP #31316, go to <https://www.bidsync.com/CPX/Bid2accr/ftype>

General Project Documents

- EBT 3 - Administrative and Operational Forms and Templates
- EBT 3 - Reference Data
- EBT 3 - Reports
- EBT 3 - WIC Program Information

County Information

- ALAMEDA
- ALPINE
- AMADOR

Useful Links

- California EBT Program
- California WIC Program
- Governing Rules and Regulation Standards

Documents Under Development

The following documents are under development. They will move to the folder noted below when completed. Bidders are to check for updates as they occur.

DOCUMENT NAME:	DOCUMENT FOLDER:
California Department of Social Services' Confidentiality and Security Requirements	Administrative
EBT Maintenance and Operations Guide (Section 3.9, page 48)	Reference
Eligibility System Certification Test Scripts	Reference
Integration Management Plan	Reference
Xerox End-of-Contract Changeover Plan	Reference
CDPH WIC Card Design Specifications	WIC
MIS-EBT Interface Document (developed by eWIC MIS contractor)	WIC

New or Changed Documents

[Date]	[To Be Announced]
[Date]	[To Be Announced]

3 Bidders' Library File Formats

Documents in the Bidders' Library are created from various computer programs (i.e., Microsoft Word, Excel, Adobe Acrobat portable document format [pdf], etc.). All web links included in the Bidders' Library are stored in a Useful Links folder that opens to a public website via the connected Uniform Resource Locator (URL). Bidders will have the ability to view and/or download all information in the Bidders' Library.

Documents in the Bidders' Library are also available in various sizes. All documents download automatically by clicking on the document title. All links open by clicking on the link title. It is important to note, the State is not responsible for web pages that may become unavailable from a publisher after posting in this Bidders' Library.

4 New and Updated Documents

It is important to note that items in the Bidders' Library may be updated at any time. It is the Bidder's responsibility to regularly check the Bidders' Library for updates. The State is not required to issue an addendum to the RFP in order to update items in the Bidders' Library.

Bidders will see a section titled "New or Changed Documents" in the Bidders' Library Welcome page that lists what's new or what's changed in the Bidders' Library. The date of change, document title, and Bidders' Library file location will be specified in the update. An example of a new document and a changed document are shown in Table P.1, Sample New or Changed Document.

Table P.1, Sample New or Changed Document

New/Update Date	Document title	Bidders' Library Folder and File Location
5/1/2015	PIN Issuance Report (New)	Added to General Project Documents/Reports
6/2/2015	County Operations Manual (Updated)	Updated in General Project Documents/Reference Data

5 Bidders' Library Structure and Content

The Bidders' Library is divided into sections, each of which has folders that contain files. There are five (5) main sections:

- OSI EBT RFP #31316
- New or Changed Documents
- General Project Documents
- County Information
- Useful Links

5.1 EBT Request for Proposal Link

This section includes the link to the RFP and all associated documentation.

5.2 General Project Documents

The General Project Documents section contains the following folders:

- Administrative and Operational Forms and Templates
- Reference Data
- Reports
- WIC Program Information

Tables P.2 through P.5 present the contents of each folder in the General Project Documents section. The files are to be used for reference only. Files may be added to this list, updated, and/or removed without notice. It is the responsibility of the Bidders to check the website regularly for any updates to the list of documents.

Table P.2, Administrative and Operational Forms and Templates Folder Contents

Administrative and Operational Forms and Templates
California Department of Social Services' Confidentiality and Security Requirements (Under Development)
California EBT Incident Report Template
California eWIC EBT Invoice Template
California Food and Cash EBT Invoice Template
County Operations Manual Template
Deliverable Expectation Document (DED) Template
Deliverable Transmittal Sheet (Prime Contractor) Template
EBT System Notification Template
Workplan Templates (Microsoft Project version): 2-23-15
Workplan Templates (PDF version): 2-23-15

Table P.3, Reference Data Folder Contents

Reference Data
10-Year Projected EBT Caseload and POS-Device Quantity
ARU Documentation: Client ARU Helpline Script, v2.4
ARU Documentation: Retailer Helpline Script – English Language Application, v2.0
Assembly Bill 2508: Public Contracts: Public benefit programs: Call Centers Services (Chaptered)
Baseline Moderate Tailored NIST 800-53r4 Security Controls: Sept 15, 2014
Cash Access Locations
County EBT Card Issuance Method

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Reference Data
Disaster EBT Card Handling Instructions
EBT Maintenance and Operations Guide (Under Development)
Eligibility System Certification Test Scripts (Under Development)
FNS Authorized Retailers
Integration Management Plan (Under Development)
OSI Writing Style Guidelines
Xerox End-of-Contract Changeover Plan (Under Development)

Table P.4, Reports Folder Contents

Reports
ARU Transaction Summary - Client Report (Dec 2014)
ARU Transaction Summary - Retailer Report (Dec 2014)
ARU Transaction Summary - Speech Report (Dec 2014)
Call Center Transaction Summary - Client Report (Dec 2014)
Call Center Transaction Summary - Retailer Report (Dec 2014)
Card Issuance Statistics Report (Dec 2014)
Device Type Usage Report (Monthly - Dec 2014)
Language Call Count - Client Request Type Report (Dec 2014)
Language Call Count - Client Statewide Report (Dec 2014)
Language Call Count - General Report (Monthly – Dec 2014)
Language Call Count – Retailer Request Type Report (Dec 2014)
Language Call Count – Retailer Statewide Report (Dec 2014)
Monthly Benefit Draw Down Totals Report (Dec 2014)
Monthly State Issuer Totals Report (Dec 2014)
Outbound Dialing Summary Report (Dec 2014)
PIN Issuance Summary Report (Dec 2014)
SARS Caseload Data for Calendar Year 2014
Surcharge Fee Outbound Dialing Summary Report (Dec 2014)
Transaction Profile Report (Dec 2014)

Table P.5, WIC Program Information Folder Contents

WIC Program Information
Appendix B to: WIC EBT: Deliverable #2 Information Gathering Results Document, Appendix B - WIC Vendor & Farm Vendor Survey Tool (v1.0)
Authorized WIC Vendors
CDPH WIC Card Design Specifications (Under Development)
CDPH Information Security Office - Info Security Project Requirements (ISO/SR1) (Feb 2010, v4.0)
CDPH Information Security Office - Info Systems Security IIS6.0 (Workstation) Requirements (ISO/SR5) (Aug 2010 v1.0)
CDPH Information Security Office - Policy (August 2010)

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WIC Program Information
CDPH: WIC EBT: Deliverable #2 (v1.0) Information Gathering Results Document, Appendix A – CA WIC Vendor Survey Results
CDPH: WIC EBT: Deliverable #2 (v1.3) Information Gathering Results Document (July 2013)
MIS-EBT Integration and Interface Plan excerpts (Deliverable 1.4): Nov 7, 2014
MIS EBT Interface Document (Under Development)

5.3 County Information

The County Information section includes folders for each of the 58 California counties. The 58 California counties included in the Bidders' Library are listed in Table P.6, List of Counties.

Table P.6, List of Counties

Alameda	Imperial	Modoc	San Francisco	Solano
Alpine	Inyo	Mono	San Joaquin	Sonoma
Amador	Kern	Monterey	San Luis Obispo	Stanislaus
Butte	Kings	Napa	San Mateo	Sutter
Calaveras	Lake	Nevada	Santa Barbara	Tehama
Colusa	Lassen	Orange	Santa Clara	Trinity
Contra Costa	Los Angeles	Plumas	Santa Cruz	Tulare
Del Norte	Madera	Riverside	Sacramento	Tuolumne
El Dorado	Marin	San Benito	Shasta	Ventura
Fresno	Mariposa	San Bernardino	Sierra	Yolo
Glenn	Mendocino	San Diego	Siskiyou	Yuba
Humboldt	Merced			

Each county folder holds the county's most recent Cash Access Plan. The screen shot in Figure P.3, Sample County Cash Access Plan File, is an example of what an approved county Cash Access Plan file would display:

Figure P.3, Sample County Cash Access Plan File

Alpine County Cash Access Plan, v-5.0 - Appendix B: Matrices 4-30-14

Alpine County Cash Access Plan, v-5.0 - Appendix B: Summary 4-30-14

Alpine County Cash Access Plan, v-5.0 - Appendix C: Caseload Data 4-30-14

Alpine County Cash Access Plan, v-5.0 - Appendix D: Participating ATM 4-30-14

Alpine County Cash Access Plan, v-5.0 - Appendix E: Underserved Zip Codes 4-30-14

Alpine County Cash Access Plan, v-5.0 - Narrative 4-30-14

5.4 Useful Links

The Useful Links section contains links to reference material from various resources. The links are organized in folders according to subject matter (California EBT Program, California WIC Program, Governing Rules and Regulation Standards). The URL of the link is connected to the file title. Table P.7, List of Useful Links, lists the websites included in the Useful Links section of the Bidders' Library.

Table P.7, List of Useful Links

California EBT Program
California EBT Cardholder Website
California EBT Project Website
Cardholder Food and Cash Training Brochures
Federal EBT Regulations for Supplemental Nutrition Assistance Program (SNAP)
Quest® Operating Rules
State of California Website Template
Where Can I Use My EBT Card?
California WIC Program
California WIC Website
CDPH eWIC EBT Feasibility Study Report (FSR) Project #4265-019: May 28, 2014
CDPH eWIC Management Information System (MIS) Feasibility Study Report (FSR) - Project #4265-028: Mar 19, 2014
FNS Functional Requirements Doc (FReD) for a Model WIC Info Systems v2.0: Sept 2008 FINAL
FNS FReD - Appendix E - version 2008, 2.0: EBT WIC Info System (Jan 14, 2009)
FNS WIC/EBT - Operating Rules: Sept 2014
FNS WIC/EBT - Technical Implementation Guide: Sept 2012
FNS WIC/EBT - Technical Implementation Guide (Summary of Changes - updates - #12-006 - dated 9-30-12): Sept 2012
FNS WIC Universal MIS-EBT Interface (WUMEI) Specification: June 2012
USDA FNS WIC EBT Document Library

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Governing Rules and Regulations Standards
American National Standards Institute (ANSI) Standards The following ANSI standards are relevant to this RFP and are available for purchase: <ul style="list-style-type: none">• ANSI X9.58-2014 (Jun 2013) - Financial Transaction Messages - EBT SNAP and Cash Benefit Programs)• ANSI X9.93-2014 - Financial Transaction Messages - EBT (Part 1): Files• ANSI X9.93-2014 - Financial Transaction Messages - EBT (Part 2): Files
California Code (Laws and Constitution)
California Fair Political Practices Commission (FPPC): for regulations governing use of former State and county employees as key staff members in a Bidder's response
CDSS Manual of Policies and Procedures: Confidentiality, Fraud, Civil Rights, and State Hearings
Code of Federal Regulations (CFR) Library (with search capability)
Federal Legislation – Library of Congress
Special Publication 800-53, Security and Privacy Controls for Federal Information Systems and Organization
State Administrative Manual (SAM)
Statewide Information Management Manual (SIMM)